

# Belle Isle Tenant Management Organisation

## Tenant Satisfaction Measures (TSM's)

A rolling system of gathering sample data on behalf of LCC and BITMO tenants is undertaken by the firm Acuity.

Tenant Satisfaction Measures	BITMO			Leeds CC
	2023/24	2024/25		2024/25
	April to March	January to December		January to December
With our overall service	71%	73%	✓	65%
With the repair servie in the last 12 months	77%	81%	✓	70%
With the time taken to complete your most recent repair	73%	80%	✓	68%
That we provide home that is well maintained	76%	71%	✓	68%
That we provide a home that is safe	80%	79%	✓	71%
That we listed to your views and act upon them	62%	64%	✓	54%
Tha you are kept informed about things that matter to you	75%	77%	✓	67%
That we treat you fairly and with respect	80%	78%	✓	73%
With our approach to complaint handling	27%	27%	✓	26%
That communal areas are kept clean and well maintained	79%	79%	✓	61%
That we make a positive contribution to your neighbourhood	72%	75%	✓	59%
With our approach to handling anti-social behaviour	55%	55%	✓	51%

We continue to work on front line services but also have particular focus on listening through increased outreach and engagement. All feedback is welcome.

The TSM data also provides some indication as to the importance of issues to tenants. The figures below are based upon the results of the 7 quarters that have been conducted since April 2023.

